Use the following situation guidelines and common sense to determine what is appropriate action. Use any available first aid, CPR and CERT training to determine your actions.

The following are severe incidents that require notification of 9-1-1:

- Heart attacks
- Unconsciousness
- Seizures or stroke
- Injuries from falling
- Deep lacerations
- Poisoning
- Severe burns
- Electrocution
- Severe breathing problem or choking
- Fires
- Bomb threat
- Hostile acts/Intruder
- Serious motor vehicle accident
- Poisoning
- Severe burns
- Electrocution
- Severe breathing problem or choking

*These incidents are only a partial list. Use common sense when determining whether or not to call 9-9-1-1

Be prepared to answer the following questions

- What is your name? “This is _________ from ONEgeneration Senior Enrichment Center”
- What is the nature of emergency?
- What is your address?
- Where are you located on the property?
- What is the phone number you are using?
- Do not hang up until requested, additional information may be needed.

Additional protocol after the call has been made:

1) Have a staff member go to the street to wave the emergency responders onto the property.
2) Have another staff member at the door to guide the emergency responders to the incident or victim.
3) Notify director and HR personnel. Proper documentation in the event of an accident is crucial.
4) Medical Emergency

If anyone on our campus becomes ill, faints or is in medical crisis, the following should occur:
1) Check: Check breathing and consciousness level. If the victim is not breathing position the airway. Look, listen and feel. If the victim is not breathing after 2 attempts to open the airway, begin CPR. Stay with the victim to provide comfort. **DO NOT MOVE VICTIM!**

2) Notify: Alert another staff member. This staff member should request a 911 call immediately.

3) Call: Call 9-9-1-1. The Administrative Assistant should do this if he/she is available. Otherwise, another staff member should call. Call the Poison Control Center in addition to 9-9-1-1 at (800) 876-4766 if a poison has been inhaled, ingested or absorbed.

4) Meet: One staff member should meet emergency responders outside to guide them to the victim.

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**Additional Protocol for Medical Emergencies:**

- The Administrative assistant should make copies of the victim’s emergency information.

- A clear pathway to the victim should be cleared prior to the emergency responder’s arrival. Participants should be moved away from the path and the victim.

- Staff members remaining with the participant should be limited to Director, a staff member, and a translator if necessary. All other staff should remain with the participants.

- If possible, find out which hospital the victim is going to. A staff member should accompany any minor aged victim that is sent to a hospital.

- Appropriate staff will contact family and relay information.
**Bomb Threat and Explosions**

Bomb threats are usually received by telephone. Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic. All such calls must be taken seriously and handled as though an explosive device is in the building. If you receive a bomb threat in the form of a note or letter, immediately notify your supervisor or a director. In the event of an explosion:

**Notify:** Notify a director of the bomb threat

**Call:**
Call 9-9-1-1. A director, if available, should do this.

**Pull:**
Pull the fire alarm. This will alert everyone in the building to evacuate.

**Evacuate:**
Follow the evacuation procedures as outlined in this flip chart.

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**What to do during a bomb threat call**

Permit the caller to say as much as possible without interruption!

Be sure to have a pen and paper handy to write down information and observations.

Ask the following questions of the caller if possible:

- When is the bomb going to explode?
- Where is the bomb now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name or affiliation?

Take note of the following observation points:

- Write down the exact wording of the threat.
- Describe the callers voice (circle); calm, excited, nasal, stutter, lisp, accent, male, female
- Take note of background sounds and try and describe them; Street noises, animal noises, music, house noises, factory or machinery sounds, voices, PA system, local or long distance telephone connection, whistles, train noises, airport sounds

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Earthquake

What happens during a major Earthquake?

- The motion may knock you down.
- Everything shakes and rattles. The power may go off and fires may start.
- There is a lot of noise. Participants and staff may be injured from falling debris.
- Objects may fall and break (ceiling tile, file cabinets, wall hangings, computers).
- The shaking may last seconds or for several minutes followed by thousands of aftershocks.

What should I do DURING the Earthquake?

PROTECT YOURSELF:

Duck - Staff should protect themselves from injury by getting down on the floor. You could be thrown to the floor during a serious quake if you remain standing. Stay away from windows and watch for falling or flying objects.

Cover - Cover the back of your head and neck with your hands. Get under anything sturdy (desk, chair or table) to avoid being struck by falling objects.

Hold – Hold onto whatever you are under. Whatever you are under may shake away from you leaving you exposed.

DO NOT RUN during the Earthquake. The majority of all injuries occur from evacuating during the Earthquake.

After the Earthquake

Check:

- For injuries and give first aid
- For fires and fire hazards
- For gas leaks. If a leak is suspected, turn off main gas valve (see utility control chart), open windows, and evacuate. DO NOT turn lights on or off, light a match, or do anything that makes a spark.
- For water leaks. If a water leak is suspected, shut off the main water valve (see utility control chart).
- For damage to the electrical system (i.e.: frayed wires, sparks or the smell of hot or burning insulation.). If damage to the electrical system is suspected, power down system at the main circuit breaker or fuse box (see utility control chart).
- For structural damage.
- The radio for emergency advisories.

Evacuate:

- Only evacuate after the shaking has stopped.
- Follow the guidelines in the evacuation chart for your area.
- Be aware that aftershocks will occur. Stop evacuation during aftershocks and take cover.
Evacuation

DO NOT EVACUATE UNLESS TOLD TO DO SO OR DANGER IS IMMINENT. (FIRES, AFTER AN EARTHQUAKE)

- Walk. **DO NOT RUN!** Keep noise to a minimum.
- Watch for falling glass and other hazards
- Stay together and do not wander.
- **DO NOT** push or crowd. Move to your evacuation staging area.
- Check doors for heat before opening. Use secondary route if a door is warm or a fire is detected along the primary route.
- Evacuate ambulatory participants first, then those with walkers and wheel chairs.
- Note any hazards, fires or persons left behind.
- Administrative assistant should take first aid kit to evacuation area
- If it is safe to do so, designated persons should secure sensitive documents and negotiable instruments.

Roll Call

After evacuation, roll call should be taken.

- Directors will conduct roll call for their staff.
- Missing persons should be reported immediately to the Emergency Response Leader.
- DO NOT re-enter building to look for missing persons. Stay with your group.

Remain together in your evacuation staging areas until notified by the Emergency Response Leader that it is safe to re-enter your building.

Evacuation Routes and Staging Areas

Our building has predetermined evacuation routes and staging areas. **These routes are posted on evacuation charts.** There are primary evacuation routes and secondary routes.

- **Senior Enrichment Center** staging area is the concrete patio out front of the building.

Alternate Evacuation Staging Areas

17400 Victory - 1) ONEgeneration Senior Enrichment Center, 18255 Victory Blvd.
2) National Guard Armory at Victory and Louise

18255 Victory - 1) ONEgeneration Adult and Child Day Care, 17400 Victory Blvd
2) Reseda High School
Fire

Emergency Protocol

- **REMOVE** anyone in immediate danger. Close the door behind you once the room has been cleared.

- **NOTIFY** the Main Office staff. The Administrative assistant or staff member will call the Fire Dept., 9-9-1-1
  A staffer should meet fire trucks at the driveway to guide them in.

- **EXTINGUISH** the fire if possible and **SAFE** to do so. Make sure the fire has been reported **BEFORE** any attempts are made to extinguish. Follow fire extinguisher instructions below. Do not open doors if they are warm to the touch.

- **CONFINE** the fire. The last person out should close all doors and windows to the room that contains the fire. Be cautious and only attempt this if it is safe to do so. This will help prevent the fire from spreading throughout the building.

- **EVACUATE** the building. Follow the evacuation guidelines set out on the posted evacuation charts.
  1) **Senior Enrichment Center** evacuate from your nearest exit

- **CONGREGATE**
  - **Senior Enrichment Center** should congregate on the concrete patio out front of the building
  - under roll call:
    - Meal site dining coordinators will look over sign in sheets
    - And check for all meal clients for that day.

  - under evacuation:
    - same as plan for OSEC
    - Add “all other meal sites will….”
Fire Extinguishers

How to Use a Fire Extinguisher? Use the P.A.S.S. code

- **P** Pull the pin. Usually a slight twisting motion is required to break the plastic that holds the pin place.

- **A** Aim the extinguisher. Point the hose or nozzle at the base of the flames.

- **S** Squeeze the trigger. Press the handle all the way down for maximum pressure.

- **S** Sweep from side to side. Cover all of the burning material with a smothering blanket of powder.

  - Never use water on an electrical fire!
  
  - Only aim an extinguisher at the base of a fire where combustion takes place.
  
  - Not all fire extinguishers are the same. Only use a fire extinguisher if you are sure that its content is the proper one for the type of fire encountered.
Emergency Equipment Locations

- **Fire extinguishers** are located clearly marked locations. See evacuation maps for specific location.
- **First Aid Kit** is in the Main office.
- **Blood Pressure Kit** is in the Main office.
- **Emergency Water** supply is located on the back patio.

Utility Shut Off Locations

- **Main Gas** shut off is located on the outside wall of the art room.
  - Gas should be shut off you smell or suspect a leak.
  - Gas should be shut off in the event of a fire.
  - Once gas is shut off DO NOT turn it back on.

Main **Electricity** shut off is located in the utility room between Room 104 and the pool hall.
  - Power should be shut off immediately during a fire or after an earthquake
  - Once areas have been determined as safe the power may be restored to those areas

- **Main Water** shut off is located at next to our digital sign at the corner of Victory Boulevard and Etiwanda.
  - Water should be turned off if leaking or flooding occurs

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Emergency Equipment / Utility Shut Off Locations
Hostile Acts / Intruder on site

A hostile act may be an incident or situation of criminal nature occurring on or nearby any of our campuses. Any situations that would constitute a threat to the welfare of participants, staff, and visitors should be taken seriously and appropriate action taken immediately. Some examples of hostile acts include; a police stakeout or pursuit of suspected criminals, gang disturbances, intruder or hostage situations, civil unrest, etc.

- Dial 9-9-1-1 (see 9-9-1-1 procedures)
- Notify Director or Manager ASAP
- DO NOT evacuate until directed to do so
- Use common sense to ensure personal safety
- Avoid contact and DO NOT engage anyone who poses a threat
- Relay any information possible to police

Remain calm and DO NOT try to be heroic
Agency Emergency Plan

A Simplified Version for Community-Based Organizations

Agency: ONEgeneration

Address: 17400 Victory Blvd, Van Nuys, CA 91406

Phone: 818-708-6625  Fax: 818-708-6620  E-mail: barthur@onegeneration.org

In a major emergency, such as a catastrophic earthquake, response systems such as police, fire and hospitals will be overwhelmed. Officials from all levels of government and the Red Cross tell us we should be prepared to be on our own for the first 72-hours. The following outline will help your organization plan and prepare to meet the needs of your staff and the people you serve in this event.

Please perform a quick review of this plan every 6 months to ensure it stays current.

Emergency Coordinator: Brian Arthur

Date Completed: 01/16/2015

This plan was originally produced by the Bay Area Emergency Preparedness Coalition for Seniors and People with Disabilities. It was adapted from Creating a Workable Disaster Plan for Your Agency which was produced by VOICE of Contra Costa County and from the Earthquake Preparedness Guidelines for Large Retirement Complexes and Large Residential Care Facilities which was produced by the Bay Area Regional Earthquake Preparedness Project. It has been significantly adapted for use by CARD of Alameda County - 12/01.
A. Facility Preparation

1. Secure all furniture, appliances and other freestanding objects.
   - Grommet-Velcro furniture straps are good for securing bookcases, etc.
   - Flexible cable, braided wire and strapping are good for appliances, etc.
   - Industrial velcro is good for securing monitors, printers, stereos, etc.
   - Closing the opening in wall hooks will make hanging items more secure.

2. Move heavy and large items to lower shelves in closets and cabinets.

3. Check cabinet doors to be sure they can be closed securely.

4. Remove or isolate flammable materials.


6. Keep a conveniently located set of tools to facilitate prompt gas shut-off. Tools should include both pipe and crescent wrenches.

7. Post a Facility Evacuation Plan in an area accessible to the public.

   For each site, indicate the location of the following items:
   - Emergency first aid supplies  Nursing office
   - Wrenches and other tools  Outbuilding, maint. coordinator office
   - Fire extinguishers  Throughout buildings per Fire Marshall and LADBS requirements
   - Portable radio and extra batteries  Outbuilding, maint. coordinator office
   - Flashlight and extra batteries  Facility Director, Activity Room cabinet, large Room cabinet near piano, Nursing office, Child Care Office
   - Food and water  Food - Large Room Pantry Closet, Water - outside ADC Directors office in blue 55 gallon drums
   - Garbage bags and duct tape  Outbuilding, maint. coordinator office

B. Inventory of Neighborhood Resources

1. If you do not have a back-up generator, in an extended power outage, where can you rent or borrow a generator? Create a written agreement with this supplier.

2. If the phones at your agency are not working, are there coins in petty cash for pay phones?  Yes

A pay phone may operate sooner than a normal business phone. Where are the nearest pay phones?  7-11 Store, 17262 Vanowen St., Van Nuys, CA 91406, corner Louise and Vanowen
Identify the following neighborhood resources; this can strengthen your response to emergencies.

3. Nearest public health clinic?
   Clinic Name: Providence Tarzana Medical Center
   Address: 18321 Clark St., Tarzana, CA
   Phone: 800-492-6316

4. Nearest place to go for help if phones are not working?
   Place Name: California National Guard
   Address: 15900 Victory Blvd, Van Nuys, CA 91406
   Phone: 818-909-2330

5. Does the nearest fire station know about you?
   Station Name: LAFD Station 100
   Address: 6751 Louise, Van Nuys, CA, 91406
   Phone: 818-756-8600

6. Does the nearest police station know about you?
   Station Name: LAPD West Valley Station
   Address: 19020 Vanowen St., Los Angeles, CA
   Phone: 818-374-7690

C. Meeting the Needs of the People You Serve

1. How many total clients would most likely be at your site in a disaster (day, evening, weekend)? ________
   140 to 150

2. How will you find out about the condition of people you serve who are off site? __________________
   Care Managers and Admin. staff will utilize telephones if available to contact homebound clients

3. In an emergency, who else needs information about the status of people you serve? Off site staff? Families of clients? List the most critical contacts that need to be made:
   a. Name: Families of Clients
      Phone: see emergency contact info
   b. Name: Off Site Staff
      Phone: see staff contact info
   c. Name: Board Chair and Officers
      Phone: see Board contact info

The following assumes an emergency may require you to provide shelter to clients at your facility. If you are unable to stock these items on an ongoing basis, create written agreements with organizations to supply these items.

4. Where can you go for an additional source of water? __________________
   We store 495 gallons of water on site, enough to sustain 165 people for 3 days

5. Where can you go for an additional source of food? __________________
   We store enough food stuffs on site to sustain 140 to 150 people for 3 days
**AGENCY EMERGENCY PLAN**

6. What else will be needed (e.g., bedding, medicine, special equipment, etc.)? Where can you get these items:

   a. Item: Blankets Location: ADC Large Room closet
   b. Item: Cots Location: ADC Large Room closet
   c. Item: Location: 

**D. Preparing Staff for Emergencies**

*In an emergency, the first concern of staff will be the safety and welfare of family members.*

1. Your agency will want to ensure that all staff members have an opportunity to check on their homes and family members as soon as possible following a disaster.

2. Encourage and support staff and key volunteers to have a family or home emergency plan (see note below). This increases the likelihood that staff and their families can cope with the disaster without outside help.

3. Have all staff and key volunteers trained in basic emergency preparedness on a regular basis.

   **Note:** Contact your local Red Cross chapter for copies of their *individual* and *family* planning disaster brochures that outline steps for developing home emergency plans.

**E. Personnel Resources**

*Determine your staffing requirements for post-disaster response.*

1. Realistically, how many staff will continue working after a disaster if it strikes during work? 35 staff

2. …If a disaster strikes on a weekday, but before the workday begins? 10 staff

3. …If a disaster strikes on a weekend? 0 staff, Directors will come to inspect campus when safe/possible

4. Which staff should automatically report to work in the event of a disaster? Director Facilities, COO/CFO

5. To support the work staff in an emergency, we will use volunteers as follows:

   a. Provide comfort and reassurance
   b. Serve food and water to clients sheltering in place and homebound clients
   c. assist non-ambulatory clients
   d. maintain cleanliness of facilities
   e. assist in contacting homebound clients

6. Develop a list of home telephone numbers for staff for emergency use. (Update at least every 6-months.)
F. Evacuation/Transportation

Fire, hazardous material spills or structural damage may require you to evacuate your building.

1. Are there program participants who will need assistance evacuating your facility? Remember to assign staff and volunteers to help these participants and have assistive aids/devises available to help with their evacuation.

2. If your facility must be evacuated, assign a staff person the responsibility of taking a head count to ensure all staff, volunteers and program participants have exited.

3. Practice your evacuation plan.

4. Create an "Agency Go-Kit". Include copies of your emergency plan, action checklists, phone rosters, copies of vital documents, credit cards, etc.

5. Post a notice indicating where you have gone.

The following suggestions anticipate that you must evacuate your building and that you are responsible for the care and shelter of the people you serve.

6. Locate and secure a temporary shelter to be used (consider churches, nearby community centers, schools, other residential facilities). You may want to develop mutual aid agreements with these sites.

   Temporary Shelter Name: California National Guard Armory
   Address: 15900 Victory Blvd, Van Nuys, CA 91406
   Contact Name: ___________________________ Phone: 818-909-2330

7. Create a phone list and a system for letting the authorities, family and friends know where you are sheltering your program participants. “Date created” should appear on this and all lists and documents.

8. Designate and identify alternative transportation for moving your program participants to your temporary shelter, or to clients’ homes, if necessary.

   Alternative Transportation: DOA Transportation Vans on site, Staff vehicles
   Contact Name: ___________________________ Phone: __________________

9. Assign responsibility for the care of your clients at the alternate site(s). Identify this person or persons.
   a. Program staff to accompany and care for clients moved to alternative/temporary shelter
   b. ___________________________
   c. ___________________________
10. If evacuated, what will your clients need that may not be available in the temporary shelter?
   a. Prescription medicines and breathing equipment
   b. RN, LVN staff
   c. Medical diagnostic and monitoring equipment

G. Ensuring Service Continuation

What is needed to continue providing services after a disaster?

1. List the primary services you will continue to provide following an emergency?
   a. Food and water
   b. Shelter
   c. toileting assistance, comforting and reassurance, communication with loved ones

2. What are the critical material resources necessary to maintain these operations?
   a. Food and water
   b. Safe, inhabitable building
   c. Staff, operational phones or alternative form of communication

3. What neighboring agencies or businesses can you form a connection with in order to share resources in an emergency, to maintain operations and to ensure the care of people you serve?
   a. Name: California National Guard Phone: 818-909-2330
   b. Name: Recreation and Parks Phone: 818-756-8189
   c. Name: Morrison Management Specialists Phone: 661-342-2708
   d. Name: BeMorePrepared Inc. Phone: 818-388-6664
   e. Name: 

Your organization should clarify what its mission and priorities will be in the aftermath of a major disaster. It is important for agencies working with at-risk clients on a daily basis to know their client's needs and how to support their recovery following a disaster.

4. Some questions to ask include:
   - What are the predictable needs of the people you serve in emergencies?
   - Will the needs of the people you serve require you to expand services in a disaster’s aftermath?
   - Will you need to consider providing new or different services?
H. Financial Resources

It is a good idea for your organization to be aware of its cost of normal operations; estimate cost increases that might arise from emergencies and be familiar with eligibility and other prerequisites for aid and reimbursements from Federal Emergency Management Agency (FEMA) and other agencies.

Some topics to explore include the following:

1. Copies of Financial Support Documentation to have ready
   - Insurance policies
   - The deed or lease for your facilities
   - Bank information, including all of your account numbers, including personnel contacts
   - Legal identification, such as your taxpayer ID number and evidence of exemption status
   - Memoranda of Understanding (MOUs)

2. Liquid Assets
   - How much cash do you keep in “petty cash?”
   - Do you have $15 - $20 in coins for pay phones?

3. Credit Cards / Lines of Credit
   - What credit cards does your agency own?
   - Where are they?
   - What are the limits of each?
   - Who can sign on each?
   - Do they have emergency credit extensions?
   - Do you have a line of credit immediately available?
   - Who can access the money?

Reminder: Keep this information updated; be sure it reflects any staff or policy changes!
I. Emergency Management (page 1 of 2)

Primary Functions—Incident Command System (ICS)

The following primary positions are in keeping with the government’s Incident Command System (ICS). Depending on the scope of the incident and the availability of staff, all of these functions may be assumed by the same single staff person or these functions may be distributed among staff and volunteers, as needed. See the next page for a listing of support functions.

1. Management Team: Incident Commander…this is the person who will lead.

   Responsible Person: Brian Arthur, Director Facility Services  
   Alternate: Eva Goetz, CEO
   Work: 818-708-6609  Home:  
   Cell: 661-803-2768  Pager:  

2. Operations Team: Operations Chief…this person will do the fieldwork.

   Responsible Person: Eva Goetz  
   Alternate: Kenneth Kang
   Work: 818-708-6610  Home: 626-794-2457
   Cell: 818-439-3133  Pager:  

3. Planning Team: Planning Chief…this person will do the thinking and keep everyone in the know.

   Responsible Person: Kenneth Kang  
   Alternate: Erin Collins
   Work: 818-708-6373  Home: 626-572-0829
   Cell: 323-314-3449  Pager:  

4. Logistics Team: Logistics Chief…this person will get the resources.

   Responsible Person: Anna Swift  
   Alternate: Erin Collins
   Work: 818-708-6635  Home:  
   Cell: 818-310-897-5244  Pager:  

5. Finance/Administration Team: Finance Chief…this person will track all activities and costs.

   Responsible Person: Kenneth Kang  
   Alternate: Shana Gabaig
   Work: 818-708-6373  Home: 626-572-0829
   Cell: 818-631-7369  Pager:  

AEP—Simplified for Community-Based Organizations  7  Last Update 12/04/01
I. Emergency Management (page 2 of 2)
Support Functions—Incident Command System (ICS)

The following support roles are in keeping with the government’s Incident Command System (ICS). Depending on the scope of the incident and the availability of staff, all of these functions may be assumed by the same single staff person or these functions may be distributed among staff and volunteers, as needed.

1. **Management Team Support Functions:**
   a. **Safety & Security Officer**...this person will ensure the physical safety of staff and entire site area.
      
      **Responsible Person:** Erin Collins
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | 818-708-6370 |        |       |
      | 310-864-9825  |        |       |

   b. **Public Information Officer**...this person is the only person to provide information to all outside media.
      
      **Responsible Person:** Eva Goetz
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | 818-708-6610 | 626-794-2457 |       |
      | 818-439-3133  |        |       |

2. **Operations Team Support Functions:**
   a. **Utilities Inspection**...this person will inspect and, if necessary, shut down gas, electricity, water, etc.
      
      **Responsible Person:** Nacho Pina
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | 818-590-9715 |        |       |
   
   b. **Fire Suppression**...this person will search for and suppress small fires--and notify the fire department.
      
      **Responsible Person:** Brian Arthur, cell 661-803-2768
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | Nacho Pina |        |       |
      | 818-590-9715 |        |       |
   
   c. **Search & Rescue**...if evacuating, this person is responsible to ensure everyone has safely evacuated.
      
      **Responsible Person:** Anna Swift, cell 310-897-5244
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | Beth Finney cell 818-635-4844 |        |       |
   
   d. **First Aid**...this person will administer first aid to injured persons.
      
      **Responsible Person:** Tresha Hama cell 818-388-5125
      
      | Work    | Home   | Pager |
      |---------|--------|-------|
      | Capricia Pritchett 661-202-2200 |        |       |